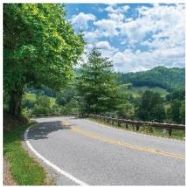




## **NORTH CAROLINA**

Department of Transportation



# PTD FY 18 Awards

**Performance Excellence**  
**Innovation**

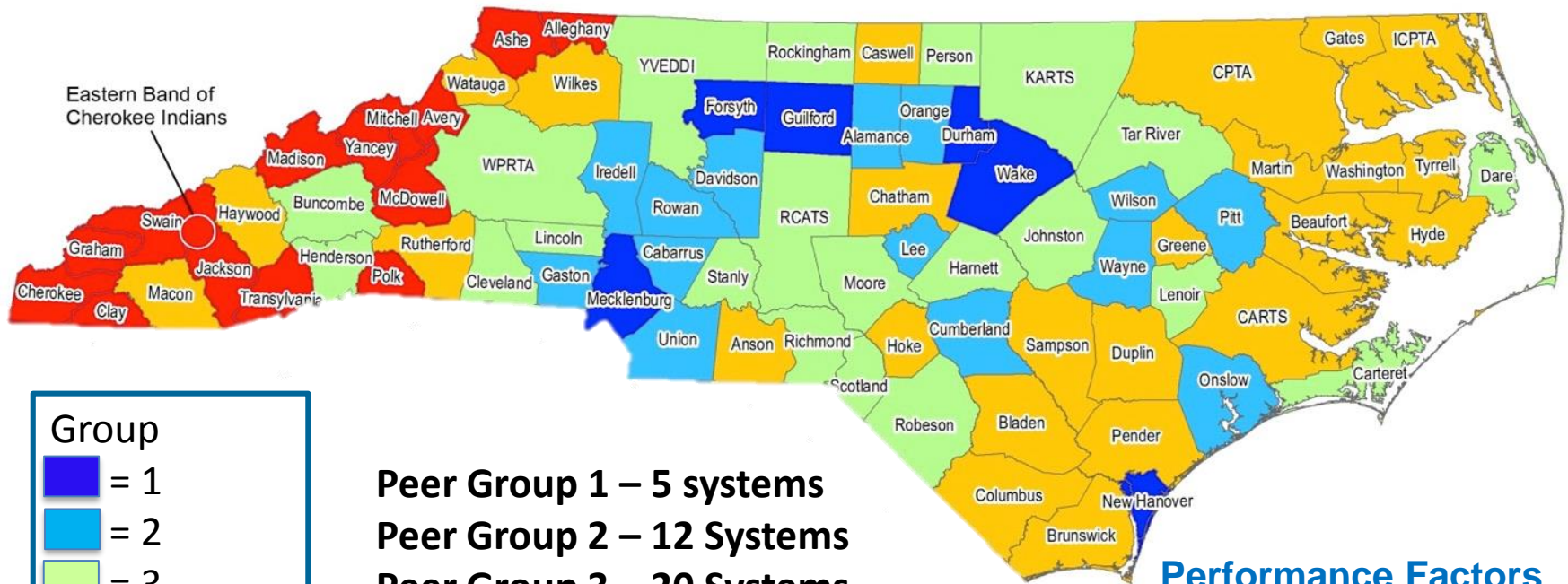
## Performance Excellence Awards

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION  
PUBLIC TRANSPORTATION DIVISION

# *Transit's Transformation* TRAINING CONFERENCE

Presenters: Tammy Montanez  
Jeremy Scott

# Community Transportation Peer Groups



## Performance Factors

Passengers Per Seat Hour	25%
Subsidy Per Trip (\$)	35%
Cost per Trip	30%
Net Promoter Score (NPS)	10%

# Community Transportation FY18 Performance Excellence Award Winners by Peer Group

## Peer Group 1

- [Mecklenburg Transit System](#)

## Peer Group 2

- [Cabarrus County Transportation System](#)

## Peer Group 3

- [Person County Transportation Services](#)

## Peer Group 4

- [Brunswick Transit System, Inc.](#)

## Peer Group 5

- [Mitchell County Transit](#)

# Urban Peer Groups

Peer Group 1
Asheville (ART)
Charlotte (CATS)
Chapel Hill (Chapel Hill Transit)
Durham (GoDurham)
Fayetteville (FAST)
Greensboro (GTA)
High Point (HiTran)
NCSU (Wolfline)
Raleigh (GoRaleigh)
Wilmington (Wave Transit)
Winston-Salem (WSTA)

Peer Group 2	
Gastonia (Gastonia Transit)	Greenville (GREAT)
Rocky Mount (Tar River Transit)	Goldsboro (GWTA)
Concord/Kannapolis (CK Rider)	Salisbury (Salisbury Transit)
Cary (GoCary)	Jacksonville (Jacksonville Transit)
Wilson (Wilson Transit)	Burlington (Link Transit)
Western Piedmont Regional Transportation Authority	Henderson County (Apple Country)

## Performance Factors

Operating Ratio	35%
Costs Per Trip (\$)	30%
Passengers Per Hour	25%
Net Promoter Score (NPS)	10%

# Urban Performance Excellence FY18 Award Winners by Peer Group

## Peer Group 1

- Chapel Hill Transit

## Peer Group 2

- Concord / Kannapolis (CK Rider)



# Innovations in Public Transit Service Award

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION  
PUBLIC TRANSPORTATION DIVISION

## *Transit's Transformation* TRAINING CONFERENCE

Presenter: Anna Testerman

# 2018 NCDOT Innovations in Public Transit Service Award

## Selection Criteria:

- Problem identification
- Implementation of innovative transit service solution
- Documented results / outcomes

## Nine (9) Self Nominations Received:

- Carteret County Area Transportation System
- Charlotte Area Transit System
- Go Durham
- Go Raleigh
- Go Triangle
- Go Wake Access
- Mecklenburg Transportation System
- Rutherford County Transit
- Winston-Salem Transit Authority



## Evaluation Team

- Lamont Jackson (Greenville), Matt Cable (Buncombe), Anna Testerman (Chatham)
- **PRESENTER: Anna Testerman**



# 2018 NCDOT Innovations in Public Transit Service Award Winners

## Charlotte Area Transit System – Service Design

application written by Larry Kopf. Charlotte used a variety of public input and planning tools to redesign its service structure. They changed the hub and spoke model to focus on bus riders and bus to rail transfers. The redesign serves more people and is more convenient, but cost nothing extra to implement. Congratulations, Charlotte.

## Mecklenburg Transit System – Human Resources

application submitted by Kim Moore. MTS developed an operator performance evaluation and recognition system that standardizes how employees are assessed. This Excel spreadsheet can be used by anyone in the industry. It tracks attendance, road observations, fare box compliance, fare collection errors, missed paperwork, complaints, and incidents. They use it to identify where more training is needed and to also recognize high-achievement. This standard process has been embraced by the operators and management. We highly recommend that every transit system get a copy of this spreadsheet and tailor it to their specific needs.

## Winston-Salem Transit Authority – Maintenance and Safety

application submitted by Art Barnes. WSTA's Innovation award application highlights the need to have annual awards for innovation, because the only problem with their application is the industry needed to know about this innovation a long time ago. Checking tire pressure is costly but necessary to ensure safety. Instead of having a technician check the tires, they invested in LED smart cap tire pressure monitors that give visual indicators when tire pressure is out of bounds. The valve caps cost less than \$10 each, but are estimated to save 3 hours of maintenance technician time per day and prevent injuries. Thanks to WSTA, this simple innovation will likely become standard practice in the industry.

## Retirement Recognition

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION  
PUBLIC TRANSPORTATION DIVISION

# *Transit's Transformation* TRAINING CONFERENCE

Presenter: Phillip Vereen